

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application:

1-25. (Canceled)

26. (Currently Amended) A method performed by a voice portal, comprising:
receiving a call from a caller, where the call includes identifying information;
identifying a first voice character, using the identifying information, to be used by the voice portal when audibly interacting with the caller;
detecting a speaking voice associated with the caller through the voice portal interaction with the caller;
identifying a second voice character using the detected speaking voice associated with the caller;
changing from the first voice character to the second voice character when further audibly interacting with the caller;
through interacting with the caller via the voice portal, automatically detecting caller behavior indicative of a situation where caller experience would improve upon an adjustment to the second voice character; and
adjusting the second voice character in response to detecting such caller behavior;
permitting the caller to select a third voice character;
changing from the second voice character to the third voice character when further audibly interacting with the caller.

27. (Previously Presented) The method of claim 26, further comprising: determining a locale associated with the call using the identifying information.

28. (Previously Presented) The method of claim 27, wherein the identifying the first voice character includes:

determining the first voice character as a voice character associated with the determined locale.

29. (Previously Presented) The method of claim 27, further comprising:
presenting prompts to the caller using the determined locale.

30. (Previously Presented) The method of claim 26, further comprising:
determining a type of communication device used by the caller using the identifying information.

31. (Previously Presented) The method of claim 30, wherein the identifying the first voice character includes:

determining the first voice character based on the determined type of communication device used by the caller.

32. (Currently Amended) The method of claim 26, further comprising:
determining actions of the caller during the voice portal interaction with the caller;
permitting the caller to select a third voice character; and
changing from the second voice character to the third voice character when further audibly interacting with the caller.

33. (Currently Amended) The method of claim 32, further comprising, changing from the second voice character to the third voice character when further audibly interacting with the caller, wherein the identifying the second voice character includes:

determining the second voice character using the detected speaking voice associated with the caller and the determined actions of the caller.

34. (Cancelled)

35. (Currently Amended) A system, comprising:

a voice portal for receiving a call from a caller, where the call includes identifying information;

a recognition server for identifying a first voice character using the identifying information;

wherein the voice portal further facilitates audible interaction with the caller using the first voice character;

~~wherein the recognition server detects a speaking voice associated with the caller when audibly interacting with the caller;~~

wherein the recognition server, through interaction with the caller via the voice portal, automatically detects caller behavior indicative of a situation where caller experience would improve upon an adjustment to the first voice character;

an execution engine for identifying a second voice character using the ~~detected caller behavior; detected-speaking voice associated with the caller and further permitting the caller to select a selected third voice character;~~

wherein the voice portal facilitates changes from the ~~first~~ second voice character to the ~~selected-third~~ second voice character; and

a text to speech server for audibly interacting with the caller using the second voice character, ~~and further using the selected third voice character.~~

36. (Previously Presented) The system of claim 35, wherein the voice portal determines a locale associated with the call using the identifying information.

37. (Previously Presented) The system of claim 36, wherein the execution engine determines the first voice character as a voice character associated with the determined locale.

38. (Previously Presented) The system of claim 36, wherein the voice portal presents prompts to the caller based on the determined locale.

39. (Previously Presented) The system of claim 35, wherein the voice portal determines a type of communication device used by the caller based on the identifying information.

40. (Previously Presented) The system of claim 39, wherein the recognition server determines the first voice character based on the determined type of communication device used by the caller.

41. (Previously Presented) The system of claim 35, wherein the voice portal determines actions of the caller during the audible interaction with the caller.

42. (Currently Amended) The system of claim 41, wherein the recognition server determines the second voice character is selected using the detected speaking voice associated with the caller ~~and the determined actions of the caller.~~

43. (Cancelled)

44. (Currently Amended) A system, comprising:

a voice portal to:

receive a call from a caller, where the call includes identifying information,

determine a locale associated with the caller using the identifying information,

identify a voice character that is associated with the determined locale,

audibly interact with the caller using the voice character,

switch from the voice character to a different voice character based on the audible interaction with the caller;

~~permit the caller to select another voice character;~~

~~switch from the different voice character to the another voice character based on caller selection.~~

~~detect caller behavior indicative of a situation where caller experience would improve upon an adjustment to the different voice character; and~~

~~adjust the different voice character in response to detecting such caller behavior.~~

45. (Previously Presented) The system of claim 44, wherein the voice portal is configured to present audible prompts to the caller using the determined locale.

46. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to determine a type of communication device used by the caller.

47. (Previously Presented) The system of claim 46, wherein when identifying the voice character, the voice portal is configured to determine the voice character based on the determined type of communication device used by the caller.

48-49. (Cancelled)

50. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to:

detect a speaking voice associated with the caller while audibly interacting with the caller, and

determine the different voice character based on the detected speaking voice.

51. (Cancelled)

52. (Currently Amended) A method, comprising:

receiving a call from a caller, where the call includes identifying information for identifying a locale and determining a type of communication device used by the caller;

identifying a first voice character using the locale and the type of communication device used by the caller determined by the identifying information;

providing audible prompts to the caller in a speech pattern using the first voice character;

detecting a speaking voice associated with the caller;

~~determining actions of the caller during interactions with the caller;~~

identifying a second voice character using the detected speaking voice associated with the caller and the determined actions of the caller; and

through interacting with the caller via the voice portal interaction, automatically detecting caller behavior indicative of a situation where caller experience would improve upon an adjustment to the second voice character;

adjusting the second voice character in response to detecting such caller behavior;

providing further audible prompts to the caller in a speech pattern using the second voice character [. . .];

permitting the caller to select a third voice character; and

switching from the second voice character to the third voice character to provide further audible prompts to the caller.

53. (New) The method of claim 26, wherein, the automatically detecting caller behavior indicative of the situation where caller experience would improve comprises, detecting the situation where the caller requests that information be repeated several times over the voice portal.

54. (New) The method of claim 53, further comprising, in response to detecting the situation where the caller requests that information be repeated several times over the voice portal, adjusting the second voice character to be playbacked slower or louder.

55. (New) The system of claim 44, wherein, the voice portal is further configured to:
permit the caller to select another voice character;
switch from the different voice character to the another voice character based on caller
selection.